

Salesforce

Exam Questions Field-Service-Consultant

Salesforce Certified Field Service Consultant



NEW QUESTION 1

Universal containers has a large volume of cancellations occurring on their Work Orders. The COO wants to manage Work Order cancellations and subsequent follow-ups. Which two options should a Consultant recommend? Choose 2 answers.

- A. Change the Work Order with a closed status of “Cancelled.”
- B. Change the Work Order with a status of “New.”
- C. Re-use the existing Work Order for the follow-up.
- D. Create a child Work Order for the follow-up Work Order.

Answer: AD

NEW QUESTION 2

Universal Containers's Technicians have 12 mandatory company holidays each calendar year. Technicians need to view all of their absence records at once. Which two applications should a Consultant recommend to meet this requirement? Choose 2 answers

- A. Salesforce browser-based application
- B. Salesforce Field Service mobile application
- C. Custom mobile application
- D. Salesforce mobile application

Answer: AB

NEW QUESTION 3

Which two considerations impact the scheduled timeframe of Multi-day Work? Choose 2? answers

- A. Assigned Resource
- B. Homebase Travel
- C. Resource Skill Level
- D. Break Duration

Answer: AD

NEW QUESTION 4

Universal Containers would like to provide Field Service Technicians the ability to capture details and customer approval on completed work so that the details can be compiled and sent to the customer electronically. What should a Consultant recommend to meet this requirement?

- A. Create a Process Builder to generate a report.
- B. Create a custom report.
- C. Use the standard Service Report
- D. Use the standard Work Order email template.

Answer: C

NEW QUESTION 5

One of Universal Containers's customers allows maintenance only between 12 PM -1:00 PM. On which object should a Consultant set Operating Hours to meet this requirement?

- A. Service Territories
- B. Service Territory Members
- C. Service Appointments
- D. Accounts

Answer: D

NEW QUESTION 6

Universal Containers typically performs installs, break-fix, and inspections for all clients. The Service Manager wants to create a template for common work requests. What should a Consultant implement to assist the dispatch team?

- A. Work Order Record Types for Break-fix, Install, and Inspection.
- B. Work Type Line Items for Install, Break-fix, and Inspections.
- C. Work Types and Skill Requirements for Install, Break-fix, and Inspections.
- D. Work Order custom fields to define Install, Break-fix, and Inspections.

Answer: C

NEW QUESTION 7

Northern Trail Outfitters is adding Field Service Schedule Optimization to its Field Service implementation. Which licensing will be required for the Field Service Schedule Optimization user?

- A. Resource License
- B. Salesforce License
- C. Dispatcher License
- D. Scheduling License

Answer:

C

NEW QUESTION 8

Northern Trail Outfitters has hired a contractor to help with service calls on an as-needed basis. The contractor should be limited to travel a maximum of 50 minutes from home.

Which action should a consultant recommend?

- A. Link rules to Relevance Groups.
- B. Assign a high efficiency score.
- C. Check 'Keep These Appointments Scheduled'.
- D. Include a Match Fields work rule.

Answer: B

NEW QUESTION 9

Universal Containers wants to limit their Technicians' view of Work Orders and Service Appointments in the Salesforce Field Service mobile app. What should a Consultant recommend to control their Technicians' view?

- A. Page Layouts
- B. Mini-Page Layouts
- C. Field Sets
- D. Visualforce Pages

Answer: A

NEW QUESTION 10

When customers call in for support at AW Computing, a case is always created. If the issue cannot be solved without dispatching a technician, a work order is created from the case. Milestones are currently being used on cases, and support operations would like to extend the use of milestones to the work orders. To meet this requirement, the system administrator added the milestone Lightning component to the work order Lightning record page. Technicians and managers are reporting that there are no milestones listed when viewing the record.

How should this issue be resolved?

- A. Make sure the case entitlement record is being shared with the service resource.
- B. Add work order milestones after the case milestones to the entitlement process.
- C. Ensure the work order entitlement is related to the same process as the case entitlement.
- D. Create a separate entitlement process associated to the work order object.

Answer: D

NEW QUESTION 10

Universal Containers wants Technicians to view work progress through the Work Order Line Item card in the Salesforce Field Service mobile app. Which configuration steps should a Consultant take to meet this requirement?

- A. Create a custom Visualforce page and add an external link in the Salesforce Field Service mobile app to view the page in the mobile browser.
- B. Create a Report Chart that summarizes Work Order Line Items and add a link to the Service Appointment layout.
- C. Add the Work Order Line Items related list to the Work Order page layout and assign the layout to the Technician's profile.
- D. Create a custom Lightning Component that displays Work Order progress and deploy it to Technicians through the Salesforce Field Service mobile app.

Answer: C

NEW QUESTION 12

The field service administrator at Ursa Major Solar updates the skills required on the most common work types to adapt to the increasing complexity of jobs. This change has led to many service appointments to be in violation. There is a global optimization job set up to run nightly that has been working correctly up until this point. The administrator needs to understand why the jobs are still scheduled to resources that lack the appropriate skill level.

What are two reasons appointments remain in violation and are not reassigned? Choose 2 answers

- A. Global optimization doesn't reschedule appointments that have rule violations.
- B. The optimizer uses a scheduling policy different from what is used on the dispatch console.
- C. The territory of the resources was not included in the global optimization request.
- D. There are no service resources available with the required skill levels.

Answer: BC

NEW QUESTION 15

AW Computing uses a private record access model in the sales, support, and field service organizations. How should the system administrator ensure that the technicians have the appropriate access to the service appointments dispatched to them?

- A. Create a user territory for the technicians' primary and secondary territories.
- B. Create a process to change the owner of the service appointment to the assigned technician.
- C. Enable the sharing features in the Field Service settings in the Setup menu.
- D. Configure a sharing rule to share dispatched service appointments with the assigned resource.

Answer: A

NEW QUESTION 19

The Dispatcher at Universal Containers wants to schedule Service Appointments from the Dispatch Console while taking the Scheduling Policy into consideration. Which three options are available to the Dispatcher? Choose 3 answers

- A. Select a Service Appointment from the list and use the “Schedule” action.
- B. Select a Service Appointment from the list, use the “Change Status” action and “Dispatch.”
- C. Select multiple Service Appointments from the list and bulk schedule them.
- D. Select a Service Appointment from the list, use the “Candidates” action, and select the best time slot.
- E. Select a Service Appointment from the list, use the “Edit” action and allocate the Resource.

Answer: ACD

NEW QUESTION 23

One of the products sold by Universal Containers requires quarterly service appointments. Which feature should a Consultant use to meet this requirement?

- A. Define a repeating Work Type.
- B. Implement Path for Work Orders.
- C. Build a Process for Service Appointments.
- D. Configure a Maintenance Plan.

Answer: D

NEW QUESTION 24

Universal Containers wants to ensure Technicians have the correct equipment before arriving at a Job site. Which two considerations should the Consultant take into account when configuring Salesforce Field Service? Choose 2 answers

- A. Quantity and Unit of Measure are required when adding a Required Product.
- B. Validation Rules and Triggers created on the Work Order and Work Order Line Item objects are automatically recreated for Work Types.
- C. Required Products must be added to both the Work Order and all Work Order Line Items.
- D. Work Types can be configured to include Required Products on Work Orders and Work Order Line Items.

Answer: BD

NEW QUESTION 25

Universal Containers wants to track the time a Service Resource spends on each step of more complex repair jobs. This time could include travel, prep and on-site time.

How could the Service Resource’s Time Sheet be configured to track the total time spent on each step?

- A. Relate the Time Sheet Entries to the Service Appointment.
- B. Relate the Time Sheet to the Service Appointment.
- C. Relate the Time Sheet to the Work Order Line Item.
- D. Relate the Time Sheet Entries to the Work Order Line Item.

Answer: D

NEW QUESTION 29

How should the Consultant recommend visualizing the highest revenue generating Service Appointments on the Gantt?

- A. Use Map Report Layers.
- B. Color code using Gantt Palettes.
- C. Create a Gantt Action to highlight.
- D. Add the relevant field to the Field Set.

Answer: B

NEW QUESTION 31

A technician needs to get replacement part for damaged inventory on them for an upcoming job.

To which object should the technician add a product request record?

- A. work types
- B. work order
- C. service appointment
- D. service report

Answer: B

NEW QUESTION 33

Universal Containers’s Dispatchers want to visualize the planned travel route for a Technician during their shift.

Which feature should the Consultant recommend to meet the requirement?

- A. Service Appointment Reports
- B. Service Resource Dashboard
- C. Street-level Routing
- D. Aerial Routing

Answer: B

NEW QUESTION 34

Universal Containers (UC) wants to track the Asset lifecycle when equipment has been swapped out. What should a Consultant recommend to meet this requirement?

- A. Add the field history tracking related list to the Asset Page and configure the Product Request object,
- B. Add the Related Asset related list to the Asset Page and configure the Product Request object
- C. Add the Related Asset related list to the Asset Page and configure the Asset Relationship object.
- D. Add the field history tracking related list to the Asset Page and configure the Asset Relationship object.

Answer: C

NEW QUESTION 35

Which two features on the Dispatcher Console should the Consultant use to visualize Rule Violating Service Appointments? Choose 2 answers

- A. Color Palettes
- B. Gantt
- C. Gantt Map
- D. Appointment List

Answer: BD

NEW QUESTION 40

An agent has to create a Work Order for a complex installation. A Work Order Line Item is created for each required component so it can be tracked and priced separately. However, a few of the components are only on the company's Preferred Price Book while the others are on the U.S. Price Book. Which solution should a Consultant recommend so the agent can meet this requirement?

- A. Create one Work Order and add Work Order Line Items based on the Price Book selected on the Work Type.
- B. Create one Work Order for each Price Book and use Work Types to assign the Price Book to each Work Order Line Item.
- C. Create one Work Order and override the price on Work Order Line Items for products on the Preferred Price Book.
- D. Create one Work Order for each Price Book and add Work Order Line Items to the appropriate Work Order based on its Price Book.

Answer: D

NEW QUESTION 42

Universal Containers has customers who have previously negotiated pricing on some products. Which Price Book structure should a Consultant recommend when considering the implications of pricing on Work Orders?

- A. Create customer-specific Price Books and add all products as Price Book Entries.
- B. Utilize a custom Global Price Book and add price-negotiated products as Price Book Entries.
- C. Create customer-specific Price Books and add only price-negotiated products as Price Book Entries.
- D. Utilize a custom Global Price Book and add all products as Price Book Entries.

Answer: A

NEW QUESTION 45

Technicians at Universal Containers use the Salesforce Field Service mobile app at customer sites. After completing work, the Technician updates the Service Appointment status to Complete and saves the record. Dispatchers see the appointment as Dispatched on the console instead of seeing the Complete status update.

Which two troubleshooting steps should a Consultant take to resolve the issue? Choose 2 answers

- A. Investigate the Work Order lifecycle.
- B. Confirm the Technician's mobile device is online.
- C. Verify the Dispatcher ran the Service Appointment data job.
- D. Review Service Appointment automation.

Answer: BD

NEW QUESTION 49

Universal Containers wants to track when Technicians need to visit a customer site multiple times to resolve an issue. How should a Consultant configure this using a single Work Order?

- A. Create a new Service Appointment for each site visit.
- B. Create a new Child Work Order for each site visit.
- C. Create a new Product Consumed for each site visit.
- D. Create a new Work Order Line Item for each site visit.

Answer: A

NEW QUESTION 51

An employee at universal container performs the role of a dispatcher and a technician. How should a consultant configure the field service lightning to support this behavior?

- A. Create one service resource and assign the relevant permission set license
- B. Create two skills records and assign them to service resources record
- C. Create two service resource and assign them to the employee
- D. Create one service resource and assign the technician and dispatcher role

Answer: A

NEW QUESTION 54

Universal Containers is deploying Field Service Lightning in Europe, where pricing varies by country. What Price Book structure is recommended?

- A. Utilize a custom Price Book specific to each country.
- B. Utilize the standard Price Book with pricing rules applied.
- C. Utilize a custom Price Book with pricing rules applied.
- D. Utilize a standard Price Book specific to each country.

Answer: A

NEW QUESTION 59

Universal Containers (UC) schedules jobs that require multiple steps when on-site. UC wants to add a new status to the existing status flow. Which two configurations should the Consultant set up to meet this requirement? Choose ? answers

- A. Add the Status Transitions to the Technicians' Profile.
- B. Add new Status to the Service Appointment.
- C. Add new status to Status Transitions.
- D. Add new Status to the Cas

Answer: AB

NEW QUESTION 60

universal containers need to send the technician into the field to service containers. It takes two technicians with specialized skill to complete the work at same time.

How should the consultant make this requirement?

- A. Create a work rule with two required skills
- B. Create a two-service crew
- C. Create a crew with two technicians

Answer: C

NEW QUESTION 65

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